

SYSTEM AND METHOD FOR CONTINUOUS DELIVERY SCHEDULE
INCLUDING AUTOMATED CUSTOMER NOTIFICATION

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ABSTRACT OF THE DISCLOSURE

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A system and method for continuously monitoring and updating delivery schedules based on completed deliveries and modifications made by the customers. A delivery scheduling computer electronically stores and updates delivery schedule information. Prior to a scheduled delivery, the delivery scheduling computer notifies the customer of an estimated time of the delivery. The notification is made to a customer's PC, browser-based client, hand-held computer or set-top box. Conventional communication methods may also be utilized such as a telephone, pager, or cellular phone. If the customer desires to make a change to the delivery, such as the time of the delivery or the delivery location, the customer transmits a delivery change request. The delivery schedule is then modified accordingly. Employees receive updated delivery schedule information through a hand-held computer. Alternatively, the employee uses a browser-based client to log onto a central computer to view the updated schedule. Upon completion of a scheduled delivery, the employee uses the hand-held computer or browser-based client to transmit a delivery completion message to the delivery scheduling computer. The delivery completion message includes an actual delivery time which the delivery scheduling computer uses to update the estimated delivery times of the remaining deliveries.

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